

AT&T Mobility Ordering Instructions

You will need to provide the AT&T POC (see contact information below) with a Task Order or Delivery Order on the appropriate standard government form signed by a duly authorized Department of Commerce contracting officer under BPA # RA1330-09-BU-0054 established based on the terms and conditions of GSA contract #GS35F0298K.

3 Ordering Options:

1. Premier Store- Requires Login/Password and approval from site TCM to order. See customized site with special offers.
2. NBS/Select Care- 800-999-5445 - If you are Authorized Order Placer (AOP) on an existing Billing Account Number (BAN) you may add service to that BAN by calling NBS/Select.
3. AT&T Mobility Account Team - may call or email to make contact. Must email (preferred) or fax signed approval to complete request. Email provides an easier trail to follow and maintain records.

Point of Contact:

Paul Hill- Government Account Executive- DOC

Email- paul.hill.2@att.com

Phone - Cell: 301-204-3685

Fax- 866-497-5767

Things to know prior to placing an order:

Are you creating a new Billing Account Number (BAN)?

Will need to provide the following information-

- Address,
- contact name and title
- contact phone number; and
- email address

Are you adding to an existing BAN?

Will need existing BAN or wireless number from BAN to attach order to

What device/plan

Data Centric- Ex. Blackberry- voice and data component

Laptop Card- Data Connect plan

Voice Centric- Ex. Cell phone- voice plan, possible Media Net data plan

Features- Do you need International service, PTT, text messaging etc

Porting – Questions/Info needed to complete

Are you porting in a wireless number(s) from an Old Service Provider (OSP) to AT&T Mobility

Are you the account holder

Is the service active currently- must be to port

Is the user aware and have they cleared out any existing voicemail messages etc

Info needed to complete a port in to AT&T Mobility:

Name on OSP account- from bill or by calling OSP carrier

Billing address and zip code of OSP account

Account Number on OSP account

Is there a pin/password on the OSP account- need to provide

Device Warranty/Exchange

If you have a device issue within the first 30 days of purchase you go back to the Point of Purchase you placed your order through- Premier, NBS, or AT&T Mobility team

After 30 days you will follow the Warranty Exchange process by calling Warranty Exchange at 800-801-1101. They will run through steps to check for the problem and will require the handset be in the hands of the person calling or that person is conferenced in when you call.

If it is determined that the device is defective due to a manufacturer defect they will ship a like refurbished replacement at no cost.

All devies/handsets carry a standard one-year manufacturer warranty

Premier Access

If you wish to inquire about gaining access to Premier for either Store (ordering),, On-Line Care, or e-bill please contact the AT&T Mobility team to arrange a demonstration of the product and tools available. You must be an authorized Telecom Manager (TCM) or Order Placer (AOP) to receive approval for access.

Delivery

Most orders placed in the system are received in 3-5 days from placement. Standard delivery is 2 Day FedEx delivery.